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Via Electronic Public Comment system

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FEDERAL TRADE COMMISSION
400 7th St. Washington, DC 20024

RE: Application of Comcast Corporation, Time Warner Cable Inc., Charter Communications, Inc. and SpinCo for Consent to Assign or Transfer Control of Licenses and Authorizations, MB Docket No. 14-57

Dear Commissioners:

I wish to speak out as an individual (not representing any group nor my University) against the pending application above. My time and trouble of this letter arises from a past and current bad customer experience with Comcast (common experience in the company's home market area). I add this letterhead because I also teach Mergers and Acquisitions at St. Josephs' and as a result have contemplated that to allow this deal to happen may subject some 8 million TWC unsuspecting subscribers to the same horrible customer service I have experienced and am still having.

Because consumer protection is the mission of the commission, and because I have some platform and more than average qualifications in this arena, perhaps you will consider what I have to say. Please consider in my teaching role I am in general pro-business and pro M&A, not a gadfly and in all ways an advocate of M&A transactions that create additional value for many stakeholders. Add to this I feel I'm a loyal Philadelphian and realize that Comcast is a valued corporate citizen of this area, a major employer, real estate holder, and in general major tax-payer locally, so I do not say this lightly and that the deal value is around \$45 billion is of significant consequence.

I implore you to **reject this application** until Comcast visibly demonstrates conclusively that it has **solved its service problems with existing customers**; that can adequately serve an additional 8 million citizens and subscribers and it's other networks and channels included in this deal. The company has characterized the transaction as pro-consumer but to grow to a total of 30 million subscribers without addressing basic customer service will be a total disaster.

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My experience is recent, and this is not the place to go into great detail (I will provide in a second letter for anyone interested), but I'm currently in a dispute where essentially to cancel a contract that I effectively discontinued 3 months ago due to poor service on a new account (in other words, for cause), the company wants about \$2,000 in disconnection penalties. In the meantime they continue to charge me monthly.

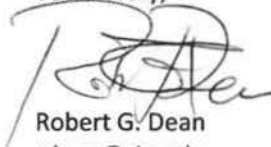
That is as some would say, Catch-22. Comcast will not disconnect the billing until I pay them \$2,000 for termination, when the reason I terminated was their unresponsiveness in the first place. I've been trying to resolve this since November and everyone I talk with tells me (they should have done that about the previous person I speak with). From my perspective due to an unknowing failure to properly give notice (verbal to my account rep was not adequate and she didn't redirect me to the proper people) I exceeded a contractual 30-day grace period and incurred a disconnect penalty. In the meantime no one wants to hear that Comcast screwed up the account, they just want to enforce their contract fine print. I am willing to take a reasonable penalty for my lapse in procedure though it was based upon ignorance of their precise and exact requirements, but not \$2,000. I will continue to pursue a reasonable resolution of my own issue with the company.

This is at worst extortion, and at the very least unethical and takes advantage of unequal power and influence over the little guy here. I've been in contact with the company several times and each time there have been failures to serve, record particulars, lost records, or in some instances unwillingness to even listen. Others have been very courteous but powerless, or have transferred me to someone else (or to nowhere). I have gotten the idea there is a huge disconnect in their service world and I think most I speak with in the company are frustrated as well in their role but limited by their procedures.

Because I face students day in and day out and teach Mergers and Acquisitions (including AntiTrust regulation), I feel that I have a greater responsibility to "warn" others that they can face a service Hell if this transaction occurs.

A copy of this letter also will be sent to senior officers and Directors of Comcast, so at least they are informed of what goes on in their company (I think they know they have serious problems in service). I believe they are all good people and good corporate citizens as individuals but have a very very serious operational management issue and that should *not be wrought* upon an additional 8+ million customers.

Yours Truly,



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Cc: Comcast Board of Directors, CEO, General Counsel, DOJ Antitrust division (via U.S. Mail)